

Asbestos Removal

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Scope

This applies to all team members and contractors.

Responsibilities

Coles

- Ensure that all persons have access to a copy of the site specific Hazardous Material Register to identify the presence of asbestos in work areas.

Contractor Managers

- Ensure that all persons removing asbestos hold the relevant asbestos removal licence for works to be undertaken
- Ensure all persons involved in asbestos removal or repair work are trained in the identification and safe handling of asbestos
- Ensure correct Personal Protective Equipment (PPE) and Respiratory Protective Equipment (RPE) is used in the removal to eliminate or minimise the exposure to airborne asbestos fibres

Contractors and Sub-contractors

- Refer to site specific Hazardous Material Registers to identify the presence of asbestos in work areas
- Only work with asbestos materials if a appropriately trained
- If asbestos is disturbed, secure the area with a minimum disturbance as possible and ensure no one else can enter the area
- Inform Manager immediately if asbestos is suspected in work area but it cannot be positively identified

The Work Health and Safety (WHS) Act requires all persons who conduct a business or undertaking to ensure, so far as is reasonably practicable, that workers and other persons are not put at risk from asbestos work that is carried out under its control and that removal work is carried out by a appropriately licenced and/or trained persons.

Ensure that work is completed in accordance with *Code of Practice – How to safely remove asbestos* and *Code of Practice – How to manage and control asbestos in the workplace*, as adopted by the relevant Work Health and Safety jurisdiction.

Accreditation documentation must be shown to the Site Manager prior to any work commencing. The Contractor must comply with all laws, industry standards and the Principal's requirements when undertaking removal work.

Asbestos Removal Control Plan

The WHS Regulations require that a licenced removalist must develop an asbestos removal control plan for any asbestos removal work the removalist is commissioned to undertake.

The licenced removalist must provide a copy of the asbestos removal control plan to the person who commissioned the asbestos removal work and ensure a copy is readily available.

Consultation

Consultation is to be undertaken with other persons who may be impacted by the asbestos removal works such as Coles' team members, other contractors, health and safety representatives, other businesses within shopping centres and other persons at the worksite.

Training & Competency Responsibilities

Persons who undertake asbestos removal work must be appropriately trained and competent in asbestos removal. A licenced removalist must confirm that workers, including the asbestos removal supervisor, hold certification issued by a recognised Registered Training Organisation (RTO) relevant to the class of removal work to be carried out.

Contractors who work where asbestos containing material may be present are to be trained in the identification of typical asbestos materials and how to access hazardous materials registers for the worksites they may be required to access.

Clearance Certificate

Contractors conducting asbestos removal works are to provide a clearance certificate at the completion of works.

Hazardous Building Materials Survey / Asbestos Register

Hazardous Building Materials Surveys are completed every 5 years on sites identified as having a hazardous material risk (as determined by the age of the site and previous surveys as to the presence of hazardous materials including asbestos). Copies of the most recent survey and associated asbestos register are to be located at the site and are available on Connect/SharePoint as relevant for each brand.

When project work or maintenance is undertaken in a store the survey and register must be consulted prior to work commencing. If the work alters the condition of the hazard materials or identifies the presence of an additional hazardous material, an updated survey report is to be provided to Maintenance Asset Manager Store Planning, the site and made available on Connect/SharePoint as relevant for each brand.

Refer to the *Coles Group Hazardous Building Materials Identification Process* for further details.

Health Surveillance Responsibilities

Asbestos removal providers are to undertake health surveillance of their workers who carry out asbestos removal work. All health surveillance results must be kept as confidential records.

Definitions

Definition/Abbreviation	Explanation
Asbestos	The asbestiform varieties of mineral silicates belonging to the serpentine or amphibole groups of rock forming minerals, including actinolite asbestos, grunerite (or amosite) asbestos (brown), anthophyllite asbestos, chrysotile asbestos (white), crocidolite asbestos (blue) and tremolite asbestos.
Asbestos Removalist	A person who is competent to remove asbestos. This person can be licenced or un-licenced.
Competent Person	In relation to carrying out clearance inspections and issuing clearance certificates, this means a person who is familiar with relevant asbestos industry practice, and holds a statement of attainment for the endorsed unit of competency for an asbestos assessor or a tertiary qualification in occupational health and safety, industrial hygiene, science, building, construction or environmental health. For all other purposes, competent person means a person who has acquired through training, qualification or experience, the knowledge and skills to carry out the task.
Friable Asbestos	Material containing asbestos that can be crumbled, pulverised or reduced to a powder by hand pressure when dry.
Non-friable Asbestos	Material containing asbestos that is not friable, including material containing asbestos fibres reinforced with a bonding component.
ACD	Asbestos containing dust.
RPE	Respiratory Protective Equipment.
PPE	Personal Protective Equipment.

Confined Space

Scope

This applies to all contractors and sub-contractors; it sets out the requirements when work is to be performed in a confined space and aligns with the requirements of AS 2865 Confined Spaces.

Coles' team members are not expected to enter or work within confined spaces.

Responsibilities

Contractor Managers

- Ensure team members entering confined places have been trained and assessed as competent to conduct tasks associated with a confined space
- Ensure a Risk Assessment has been completed before team member enters confined space

Contractors and Sub-contractors

- Ensure risk assessment has been completed before entering confined spaces

A confined space is determined by the hazards associated with a set of specific circumstances and not just because work is performed in a physically restrictive location.

Confined spaces include spaces such as those in a vat, tank, pit, pipe, duct, flue, oven, chimney, silo, container, pressure vessel, underground sewer, wet or dry well, shaft, trench, tunnel or other similar enclosed or partially enclosed structure, which meet the definition of a confined space described in definitions.

Confined spaces pose dangers because they can have poor ventilation that allows hazardous atmospheres to develop.

Work practices relating to work in confined spaces should be developed in accordance with *Code of Practice – Confined Spaces*, as adopted by the relevant Work Health and Safety jurisdiction.

Risk Management

All confined spaces in the work areas, shall be posted with approved signage. Hazard identification, risk assessment and control will be necessary to ensure the safety of team members.

A Risk Assessment is a process that identifies the hazards and risks of a confined space, where entry is required. Risk Assessment records must be kept for 3 years.



Confined Space Documentation

In accordance with AS2865 all Confined Spaces in the workplace shall be formally identified and documented. As a minimum requirement, this should be by;

- Documenting all site Confined Spaces locations on a site plan
- Establishing a site Confined Spaces Register
- Reviewing the Confined Space register every 3 years or when any modification or change is made to an existing Confined Space

Training & Competency

No team member will enter a confined space or act as a standby person without first being trained and assessed as competent to enter a confined space.

Contractors are required to maintain training records for their team members.

Entry into a Confined Space

Authorisation to enter an identified confined space shall be approved by the Site Manager or delegate.

Confined Space Work Authorisation shall be completed by the Site Manager or delegate and Contractor, undertaking the works and approved by the Site Manager or delegate before any entry into a confined space.

Confined Space Work Authorisation Forms must be kept for 2 years.

All entry points to a confined space must be signposted and barricaded off to prevent entry by unauthorised persons.

Communication and Safety Monitoring

A communication system is needed to enable communication between people inside and outside the confined space and to summon help in an emergency.

Depending on the conditions in the confined space, communication can be achieved by voice, hand signals or other suitable methods.

Before a worker enters a confined space, a standby person must be assigned to continually monitor the well being of those inside the space, if practicable observe the work being carried out and initiate appropriate emergency procedures when necessary.

Definitions

Definition/Abbreviation	Explanation
Confined Space	<p>The Work Health and Safety Regulations define a confined space as an enclosed or partially enclosed space that:</p> <ul style="list-style-type: none"> • is not designed or intended primarily to be occupied or entered by a person • has a restricted means of entry and exit • is, or is designed or intended to be, at normal atmospheric pressure while any person is in the space • presents a risk to health and safety from: <ul style="list-style-type: none"> - an atmosphere that does not have a safe oxygen level - contaminants, including airborne gases, vapours and dusts, that may cause injury from fire or explosion - harmful concentrations of any airborne contaminants or engulfment <p><i>A confined space does not include a mine or the workings of a mine.</i></p>
Contaminant	Any dust, fume, mist, vapour, biological matter, gas or other substance in liquid or solid form, the presence of which may be harmful to persons.
Engulfment	The immersion or envelopment of a person by a solid liquid e.g. grain, sugar, flour, sand, coal, fertiliser and other substances in a powder or granulated form that is stored within the confined space.
Safe Oxygen Range	A concentration of oxygen in the atmosphere having a minimum of 19.5% by volume and a maximum of 23.5% by volume under normal atmospheric conditions. Note: at pressures significantly higher or lower than normal atmospheric pressure expert advice should be sought.
Stand-by Person	A competent person assigned to remain on the outside of, and in close proximity to, the confined space and capable of being in continuous communication with and, if practical, observing those inside. In addition, where necessary, the competent person may operate and monitor equipment for the safety of team members in the confined space and initiate emergency response.

Hazardous Chemicals

Scope

This applies to hazardous substances, chemicals and dangerous goods which are used or stored in our sites by team members and contractors.

Coles

Coles will:

- Manage risks to health and safety associated with using, handling, generating and storing hazardous chemicals at the workplace
- Review and if necessary revise control measures
- Obtain the current Safety Data Sheet (SDS) from the manufacturer/supplier of the chemical when or before it is first supplied for use at the workplace
- Ensure the SDS is readily accessible to the team member/s who are involved in using, handling or storing the hazardous chemical at the workplace, emergency services or anyone else who is likely to be exposed to the chemical at the workplace
- Identify any risk of a physical/chemical reaction in relation to the chemical used, handled, generated or stored at a workplace by conducting a Chemical Risk Assessment of the chemical/hazardous substance, and review the risk assessment when the SDS is updated nominally (every 5 years) or relevant legislative changes occur
- Ensure that when storing flammable or combustible materials at the workplace they are kept at the lowest practicable quantity
- If there is a possibility of fire or explosion being caused by an ignition source within a work area, ensure that the ignition source is not introduced into the area
- Ensure that team members are aware of the workplace emergency and firefighting equipment locations and the conditions under which they are used
- Ensure that team members are aware of the workplace emergency plan
- Ensure, so far as reasonably practicable, that if there is a risk from a spill or leak of a hazardous chemical, a spill containment system is provided in each part of the workplace where the hazardous substance is used, handled or stored
- Provide any supervision, information and training to a team member that is necessary to protect the team member from risks arising from the use, handling or storage of that chemical in the workplace
- Ensure that where hazardous chemicals are decanted and not used immediately, the container is sealed and clearly labelled with the product name

Manufacturers & Suppliers

Manufacturers and suppliers of hazardous substances will:

- Make sure, so far as is reasonably practicable, that chemicals they supply are without risks to health and safety
- Ensure correct labelling of hazardous chemicals in line with the requirements of the Globally Harmonised System of Classification and Labelling of Chemicals (GHS)
- Provide current Safety Data Sheet (SDS) for hazardous chemicals

Contractors and sub-contractors

Contractors and sub-contractors using hazardous substances on our sites will:

- Make sure, so far as is reasonably practicable, that chemicals they use are without risks to health and safety
- Identify reasonably foreseeable hazards that could give rise to a risk and eliminate the risk so far as reasonably practicable
- If it not reasonably practicable to eliminate the risk, minimise the risk so far as reasonably practicable by implementing control measures in accordance with the Hierarchy of Control
- Maintain up to date Chemical Risk Assessments in accordance with the SDS and ensure relevant risks and controls are outlined in Work Method Statements
- Ensure all hazardous chemicals used on site are correctly labelled and GHS compliant
- Have access to current Safety Data Sheet (SDS) for hazardous chemicals used on site
- Only decant hazardous chemicals if necessary to do so, and in accordance with the manufacturer's instructions as per the SDS and clearly labelled, unless decanted for immediate use
- Ensure the correct storage, handling and use of gases including compressed gases and refrigerant gases (for cold work) in accordance with the relevant Australian Standard

- Store hazardous substances in the location agreed with the Site Manager, ensuring that they are not accessible to team members, customers and members of the public
- Inform site management of potential exposure risks to persons in the vicinity of use and isolate the area accordingly to eliminate the risks to health and safety to Coles team members and customers
- Ensure, so far as reasonably practicable, that if there is a risk from a spill or leak of a hazardous chemical, a spill containment system is provided in each part of the workplace where the hazardous substance is used, handled or stored
- Ensure that they are aware of the site emergency plan and emergency and firefighting equipment locations and the conditions under which they are used

Those involved in the use of hazardous chemicals, should develop work practices in accordance with *Code of Practice – Labelling of workplace hazardous chemicals*; and *Code of Practice - Managing risks of hazardous chemicals in the workplace*, as adopted by the relevant Work Health and Safety jurisdiction.

Information, Training and Supervision:

Relevant information, training and instruction will be provided to all team members who may be exposed to hazardous chemicals. The information and training will address:

- The nature of the hazardous chemical involved and the risks associated
- The control measures implemented and how to use and maintain them correctly
- The arrangements in place to deal with emergencies, including evacuation procedures, containing and cleaning up spills, and first aid instructions
- The selection, use, maintenance and storage of any PPE required
- Any health monitoring requirements

Hazardous Chemical Register

Coles keeps an up-to-date register of hazardous chemicals approved for use by team members. The register includes all approved non-hazardous and non-dangerous products opened and used on site. The register can be readily accessed via the Coles intranet. The register is updated when any new hazardous chemicals are introduced.

All team members have ready access to the SDS for all hazardous chemicals used via the chemical register on Connect/SharePoint as relevant for each brand.

Purchasing of Hazardous Chemicals

For all new substances, a pre-purchase checklist is to be completed prior to purchase.

When ordering hazardous chemicals, the supplier is informed that the substance must be labelled according to the GHS requirements and must be accompanied by a current SDS.

If the hazardous substance is for use by team members, it must be added to the chemical register.

Definitions

Definition	Explanation
Hazardous Chemicals	Substances, mixtures and articles that can harm people or the environment if stored/handled incorrectly. They may have health hazards, physical hazards or both.
Dangerous Goods	A substance or item that meets the classification criteria of, or is listed in, the <i>Australian Dangerous Goods Code</i> . Materials classified as dangerous goods should be marked with a class label that indicates the nature of the hazard; for example, an explosive, a gas, a flammable liquid or solid, an oxidising agent, a poison, or a radioactive or corrosive substance.
Scheduled Poison	Poisons are substances that may be harmful to health and have been classified through Commonwealth legislation governing the Scheduling of Medicines and Poisons. Each state and territory specifies the storage, display and packaging requirements for Scheduled Poisons and only Schedule 5 (S5) and Schedule 6 (S6) drugs and poisons are sold in retail stores.
Safety Data Sheet (SDS)	Information sheet providing information on the safe use, storage, spill procedure and disposal of the product. SDS should come from your supplier with every substance you buy, handle or use.
Label	A written, printed or graphical information concerning a hazardous substance that is affixed or attached to the container holding the hazardous substance.
Hazardous Chemical Register	A permanent list of all hazardous chemicals used within the workplace that identifies the substances uses, its location, SDS available, last review date and other relevant information.

Hot Works

Scope

This applies to all contractors and sub-contractors, and is to be used for all hot work to be completed on our sites.

Responsibilities

Contract Manager

The Contract Manager (or nominated delegate) is responsible

- Checking that persons doing the hot work have the required competencies
- Ensuring persons undertaking the hot work are trained by a competent person and records of training are maintained
- Ensuring that persons conducting the hot work complete a Coles Hot Work Permit prior to the commencement of any hot work
- Obtaining a fire permit on fire danger days if working outdoors in areas prone to bushfire
- Banning outdoor hot work on days of total fire ban

Contractors and Sub-contractors

Are responsible for the planning of any hot works to:

- Obtain and complete the Coles Hot Work Permit and have it approved by a Site Manager (or nominated delegate) prior to any hot work being performed
- Ensure that all the controls identified on the Coles Hot Work Permit are in place and maintained throughout the task
- Ensuring that the hot work will not impact on other work on the site and equally that other work will not affect the safety of those doing the hot work
- Ensure that they are familiar with the fire evacuation plan for the site and have identified the location of fire exits and equipment
- Communicate with other work parties that may be affected by the hot work, e.g. fumes entering a confined space
- Ensure the Coles Hot Work Permit is readily available at the site during the hot works
- Ensure that they hold all required competencies before undertaking the hot work task
- Report any incidents
- Inspect the hot work area 30 minutes after completion of the work to ensure area is safe
- Provide the Coles Hot Work Permit to the Site Manager (or nominated delegate) on completion of the hot works to close out the permit

Hot Work Hazard Identification & Risk Assessment

The contractor/sub-contractor shall identify all areas and types of hot work that are to be performed in the workplace.

Hot work hazards may be identified as a result of:

- The undertaking of maintenance tasks that involve 'hot work'
- New task, plant or equipment being introduced
- An incident, injury or near miss being reported in the workplace

Where the introduction of new tasks, plant and equipment involves hot works that have not previously been performed, the hot work activity is to be risk assessed.

Risk Control

The contractor/sub-contractor shall ensure that all hazardous areas surrounding the hot work area are adequately isolated or otherwise controlled, so as to prevent the ignition of any materials, contaminants, agents or conditions that may be harmful to persons or property.

Where specific hot work hazards have been identified, controls are to be established and implemented in accordance with the hierarchy of controls.

Work practices should be developed in accordance *Code of Practice – Welding processes*, as adopted by the relevant Work Health and Safety jurisdiction.

Hot Work Permit

A Coles Hot Work Permit shall be completed and approved by the Site Manager (or nominated delegate) before any hot work is performed. The description of works and equipment to be used is to be clearly defined and not extend beyond that which is stated on the Hot Work Permit.

The Coles Hot Work Permit will only be valid after the Site Manager (or nominated delegate) has reviewed and signed the permit.

Completion of Hot Work

The contractor/sub-contractor shall sign the completed Coles Hot Work Permit in the space provided and enter the date and time work was completed.

The work area must be inspected 30 minutes after the completion of work and the permit returned to the Site Manager to close out the permit.

Definitions

Definition	Explanation
Hot Work	<p>Any work that will introduce an ignition source (heat, flame or spark) and which could:</p> <ul style="list-style-type: none"> • Ignite combustibles (flammable material, gas or vapours). • Scatter sparks or hot particles. • Require time to cool below the ignition temperature of any potential fuel sources. <p>Hot work examples include but are not limited to the following: oxy-acetylene cutting; brazing; arc welding; grinding; grit blasting. At times of high fire danger consideration needs to be given to chainsaws, brush cutters and even steel track machines.</p>

Safe Operation of Plant and Equipment

Responsibilities

Coles Team Members

- Plant and equipment on site is to be operated in accordance with Safe Work Procedures

Contractor Managers

- Ensure risk assessments are undertaken for all relevant items of plant and equipment
- Ensure plant and equipment is safe for the intended use
- Provide information, training, instruction or supervision to persons who are to use plant and equipment as necessary to protect them from risks arising from the use of plant and equipment
- Undertake inspections of plant, equipment and associated work processes
- Ensure plant and equipment maintenance records are maintained
- Ensure emergency procedures relating to plant are displayed and can be readily seen by persons who may be affected by the operation of the plant
- Ensure that contractors provide their own plant and equipment
- Ensure Coles plant and equipment are not to be used without prior approval of the Site Manager

Contractors

- Ensure guarding is maintained and not modified
- Participate in training associated with the safe use of plant and equipment
- Inspect plant and equipment prior to use in accordance with safe operating procedures
- Understand and apply the safe operating procedures relevant to the plant and equipment used
- Withdraw defective items of plant and equipment and tag them 'Out of Service – Not To Be Operated'

All plant and equipment must be risk assessed and have protection in place to prevent accidental personal contact with potential or dangerous parts of plant, equipment and/or machinery and hazards.

Operators must be informed of the hazard control measures and be provided with and trained in any supporting safe work procedures.

Work practices should be developed in accordance *Code of Practice – Managing the risk of plant in the workplace*, as adopted by the relevant Work Health and Safety jurisdiction.

Plant and Equipment Register

All plant and equipment mobilised to site by the contractor shall be readily identifiable as being the contractor's and be recorded on a register.

Guarding

- Plant and equipment shall not be operated if guards are missing, defective, damaged and/or are not securely fixed. The exception to this rule may be when maintenance rebuild/overhaul of machinery is being performed.
- Modifications to guards shall only be approved knowledgeable persons with the relevant technical expertise
- Guards shall be included in the design of all machinery and shall not in themselves create a hazard

Delivery to Site

When plant and equipment is delivered to site it is the responsibility of the contractor to ensure that their personnel are able to receive the plant and equipment and that it can be stored in the agreed designated location.

Storage at Site

Plant and equipment must not be left unattended or within the reach of the general public, whilst in an operable condition. Plant and equipment must be stored in a secure location when not in use.

Plant and equipment must be stored in accordance with the manufacturer's specifications and the requirements of any relevant legislative and Industry Standards.

Instruction Training & Supervision

Before plant and equipment is used, workers and other persons who are to use plant and equipment must be provided with information, training, instruction or supervision that is necessary to protect them from risks arising from the use of plant.

Contractors shall maintain copies of specific licences required to operate the plant and equipment and records of competency based training and assessments.

Safety information is to be provided to persons who are involved in installing and commissioning of plant, using plant, testing plant as well as decommissioning, dismantling or disposing of plant.

This includes information on the types of hazards and risks the plant may pose when carrying out activities.

Safe Work Procedures are to be developed that include instructions on:

- Use of guarding and other control measures
- How to safely access and operate plant
- Who may use an item of plant, for example only authorised or licensed operators
- How to carry out inspections, cleaning, repair, maintenance and shut-down, and
- Emergency procedures

Emergency procedures relating to plant must be displayed and be readily seen by persons who may be affected by the operation of the plant.

Traffic Management

Consideration shall be given to the safe movement and operation of plant and equipment on the site. Travel paths, proximity to other operators and personnel shall be considered.

Inspection of Plant and Equipment

Inspection of plant, equipment and associated work processes should be conducted in accordance with the manufacturer's instructions. Personnel shall be trained in the proper conduct of these inspections.

Defective Plant and Equipment

As soon as an item of plant or equipment is identified as unsafe, it is to be withdrawn from service and tagged with 'Out of Service – Not to be Operated' displayed in a prominent position on the equipment, preferably at the point of control.

Any item of plant or equipment that has an 'Out of Service – Not to be operated' tag is not to be operated for any purpose other than for testing or repairs. Plant and equipment is inspected after maintenance has been completed to ensure that it is safe to be returned to service.

Definitions

Definition	Explanation
Plant	Includes any machinery, equipment, appliance, implement and tool, any component thereof and anything fitted or connected thereto.
Workplace	Any place, whether or not in a building or structure, where team members or sub-contractors work.

Transport

Scope

This applies to all team members and contractors associated with heavy vehicle road transport operations, including Direct-to-Store deliveries. Transport high risk work requirements are to be reviewed in-conjunction with the Coles Work Health and Safety Schedule.

Responsibilities

Coles

- Plant and equipment on site associated with transport vehicle loading and unloading activities is to be operated in accordance with Safe Work Procedures

Coles Contractor Managers

- Ensure that initial safety pre-qualification and ongoing is conducted prior to awarding transport contract
- Ensure contract or agreement is in place between Coles and transport contractor prior to work commencing
- Ensure regular assurance auditing occurs as a method for ongoing verification of transport contractor safety compliance
- Ensure regular management review meetings occur with transport contractor to monitor performance

Primary Contractors

- Engage in initial safety pre-qualification and ongoing qualification processes associated with a transport contract
- Comply with all requirements listed in contracts and agreements with Coles
- Engage in regular safety assurance auditing as a method of ongoing verification when requested by Coles
- Engage in regular management review meetings with Coles to monitor performance
- If Coles approves the use of sub-contractors to work for the primary transport contractor, they must ensure the effective safety management of that sub-contractor and report their performance as part of the Primary transport contractor's performance

Chain of Responsibility

Coles strives to work together with transport contractors to eliminate fatalities, serious injuries, property and infrastructure damage involving heavy vehicles. Through our risk and contractor management system, and by identifying hazards and risks associated with heavy vehicles, we require transport carriers commitment to continuous improvement and ongoing compliance with the Heavy Vehicle National Law (HVNL), work health and safety legislation and dangerous goods requirements.

Elements of chain of responsibility require the transport contractor and Coles to have an effective safety management system that controls the risks, so far as is reasonably practicable with:

- Fatigue;
- Mass, dimension, loading;
- Speed; and
- Vehicle standards.

Transport contractors may have a number of roles and responsibilities in the supply chain that are required to be fulfilled in the chain of responsibility. These include clear safe work requirements for business practices relating to the following roles where the transport contractor may undertake a transport activity:

- if the vehicle's driver is an employed driver — an employer of the driver;
- if the vehicle's driver is a self-employed driver — a prime contractor for the driver;
- an operator of the vehicle;
- a scheduler for the vehicle;
- a consignor of any goods in the vehicle;
- a consignee of any goods in the vehicle;
- a packer of any goods in the vehicle;
- a loading manager for any goods in the vehicle;
- a loader of any goods in the vehicle; and
- an unloader of any goods in the vehicle.

Training & Competency Responsibilities

Persons who undertake transport contractor activities must be suitably trained and assessed to conduct the work activity in a safe and compliant manner. Where accreditations, certifications or insurances are required; the transport contractor must provide evidence of compliance with each aspect when requested.

Definitions

Definition/Abbreviation	Explanation
Business practices	Refer to a person's practices in running a business associated with the use of a heavy vehicle on the road, including operating policies and procedures, human resource and contract management arrangements and the arrangements for preventing or minimising public risks.
Chain of responsibility	Refers to any party in the supply chain that controls and influences transport activities. The level and nature of the party's responsibility for a transport activity depends on their capacity to control, eliminate or minimise the risk.
Heavy vehicle	Means a vehicle or combination with a gross vehicle mass or aggregate trailer mass of more than 4.5 tonne.
Heavy Vehicle National Law (HVNL)	The HVNL regulates matters relating to the operation of heavy vehicles such as mass and dimension, vehicle safety standards, drivers' fatigue management, heavy vehicle accreditation and the use of intelligent transport systems. The HVNL also places obligations on identified off-road parties involved in the transport and logistics chain (chain of responsibility parties), and includes enforcement powers and administrative provisions

Working at Heights and Fall Prevention

Scope

This applies to all contractors and sub-contractors, and is to be used for all types of work where there is a risk of persons falling, or being struck by falling objects, from any height on Coles' sites.

Responsibilities

Contractor Managers

The Contractor Manager (or nominated delegate) is responsible for:

- Ensuring contractors and sub-contractors who may be exposed to 'fall hazards' whilst performing work and are required to use fall restraint or fall arrest work positioning systems, attend 'Work Safely at Heights' training, and are aware of and apply fall prevention procedures

Contractors and Sub-contractors

Contractors and sub-contractors are responsible for:

- Completing 'Work Safely at Heights' training prior to performing work that involves the use of a fall restraint or fall arrest work positioning system
- Assessing fall hazards and apply the highest level control measure that is reasonably practicable
- Ensuring relevant fall risks and controls are outlined in Work Method Statements
- Completing Coles 'Roof and Ceiling Space Work Permit' before any works that require access to the roof or ceiling space (unless the current access controls the risks of falls from heights). A Roof and Ceiling Space Work Permit must be completed on sites with solar photovoltaic (PV) systems installed
- Ensuring all equipment used for fall-arrest is designed, manufactured, selected and used in compliance with the relevant Australian Standards
- Ensuring all equipment is maintained in accordance with manufacturer's instructions
- Inspecting fall protection equipment to ensure serviceable prior to use
- Inspecting ladders and plant used e.g. elevated work platforms (including scissor lifts) to ensure serviceable prior to use
- Cordoning off and protecting areas where there is a risk of falling or being hit by falling objects
- Reporting any height safety or access concerns to the Site Manager

Training

Only competent persons who have satisfactorily completed an approved *Work Safely at Heights* unit of competency (such as CPCCCM2010B or RIIWHS204D) are permitted to use personal fall protection systems (fall restraint/fall arrest work positioning systems) when required to work at heights.

At no time are contractors or sub-contractors permitted to work using individual fall-arrest systems. In order to use individual fall-arrest systems safely, extra training and equipment (rescue) is required.

Fall Hazards and Falling Objects

Fall hazards are found where work is carried out at height, for example, stacking shelves using stepladders, working on a roof or working from an elevated work platform. Falls can also occur at ground level into holes such as trenches or service pits.

Falling objects can also cause serious injuries if controls are not implemented to eliminate or minimise the associated risks, for example, a customer walking under a ladder may receive potentially fatal head injuries if they are hit by a dropped tool bag. Therefore, it is important to designate a work area and ensure that objects do not fall onto people who may be under or next to areas where work is being carried out.

Risk Management

Identifying all hazards that can cause persons or objects to fall, and understanding the level of risk associated with those hazards, will help you make the right decisions about what to do to eliminate or minimise the risks.

Work practices should be developed in accordance *Code of Practice – Managing the risk of falls at workplaces*, as adopted by the relevant Work Health and Safety jurisdiction.

Identifying fall hazards

You must identify all locations and tasks that could cause injury due to a fall, including access to areas where work will be carried out.

Tasks that need particular attention are those carried out:

- on any structure or plant being constructed or installed, demolished or dismantled, inspected, tested, repaired or cleaned
- on a fragile surface (for example, cement sheeting roofs, rusty metal roofs, fibreglass sheeting roofs and skylights)
- on a potentially unstable surface (for example, areas where there is potential for ground collapse)
- using equipment to work at the elevated level (for example, when using elevating work platforms or portable ladders)
- on a sloping or slippery surface where it is difficult for people to maintain their balance (for example, on glazed tiles)
- near an unprotected open edge (for example, near edge of roof or incomplete stairwells)
- near a hole, shaft or pit into which a worker could fall (for example, trenches, lift shafts or service pits)

Controlling the Risk of Falls

There are a number of ways to control the risks of falls. Some control measures are more effective than others. Control measures can be ranked from the highest level of protection and reliability to the lowest. This ranking is known as the hierarchy of control. The WHS Regulations require duty holders to work through this hierarchy to choose the control that most effectively eliminates or minimises the risk in the circumstances. Coles has an expectation that contractors will consider the use of higher level controls rather than relying on PPE controls such as fall arrest systems.

Controlling the Risk of Falling Objects

Falling objects can include equipment, material, tools and debris that can fall or be released sideways or upwards including:

- roof scaffolding, tools, equipment, materials may fall
- loads being lifted which are not well secured or are unstable
- material, such as timber or shelves which are over stacked
- fixtures such as décor panels, ceiling panels and white boards not securely fixed to walls or ceilings
- shelves, benches and mezzanine floors not strong enough to bear the weight of the objects kept on them, and
- objects which are heavy or frequently used being stored above shoulder height

Roof and Ceiling Space Work

Permit

A Coles Roof and Ceiling Space Work Permit shall be completed and approved by the Site Manager (or nominated delegate) before any works that requires access to the roof or ceiling space (unless the current access controls the risks of falls from heights) A Roof and Ceiling Space Work Permit must be completed for all works where a solar photovoltaic (PV) system is fitted at the site.

The description of works and equipment to be used is to be clearly defined and not extend beyond that which is stated on the Permit.

The Coles Roof and Ceiling Space Work Permit will only be valid after the Site Manager (or nominated delegate) has reviewed and signed the permit.

Completion of Roof and Ceiling Space Work

The contractor / sub-contractor shall sign the completed Coles Roof and Ceiling Space Work Permit in the space provided and enter the date and time work was completed, and returned to the Site Manager for close out and filing.

Definitions

Definition	Explanation
Fall	The uncontrolled movement of a person from one level to another.
Fall hazard	A circumstance that exposes a worker while at work, or other person while at or in the vicinity of a workplace, to a risk of a fall that is reasonably likely to cause injury to the worker or other person. This includes circumstances in which the worker or other person is: <ul style="list-style-type: none"> • in or on plant or a structure that is at an elevated level • in or on plant that is being used to gain access to an elevated level • in the vicinity of an opening through which a person could fall • in the vicinity of an edge over which a person could fall • on or in the vicinity of a surface through which a person could fall • on or near the vicinity of a slippery, sloping or unstable surface
Free Fall	Any fall or part of a fall where the person falling is under the unrestrained influence of gravity over any fall distance, either vertically or on a slope on which it is not possible to walk without the assistance of a handrail or handline.
Risk control	Taking action to first eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.
Total Fall Distance	The total distance a person is likely to fall during both the free and restrained parts of a fall and includes the maximum dynamic extension of all supporting components.

Forms & Tools

- Chemical Register (including SDSs)
- Code of Practice – Confined Spaces
- Code of Practice - How to Manage and Control Asbestos in the Workplace
- Code of Practice - How to Safely Remove Asbestos
- Code of Practice - Managing risks of hazardous chemicals
- Code of Practice - Managing Risks of Plant in the Workplace
- Code of Practice – Managing the risk of falls at workplaces
- Code of Practice – Welding processes
- Code of Practice – Labelling of workplace hazardous chemicals
- Coles Chemical Spill Kit
- Coles Contractor – List of Known Hazards
- Coles Group Contractor Online Induction
- Coles Hot Work Permit
- Coles Roof and Ceiling Space Work Permit
- Coles Site Orientation and Sign-In Register
- Coles Work Health and Safety Schedule
- Confined Space Work Authorisation
- SafetyCARE Legislative and Regulatory Reference Table
- SafetyCARE Hazardous Building Material Identification Process
- Site Hazardous Building Materials Survey / Asbestos Register (where relevant)

Revision History

Version No.	Date	Nature of amendment
01	April 2018	New High Risk Work Requirements
02	October 2018	Included reference that plant and equipment is inspected after maintenance has been completed to ensure that it is safe to be returned to service.
03	December 2018	Included generic reference for access of information (i.e. SharePoint) Included High Risk Work Requirements on Transport
04	July 2019	Included reference to the SafetyCARE Hazardous Building Material Identification Process to the Asbestos Removal section